Canadian Radio-television and Telecommunications Commission
Conseil de la radiodiffusion et des télécommunications canadiennes
Canada

News Release

January 16, 1995

CRTC APPROVES CHANGES TO NBTEL DIRECTORY ASSISTANCE CHARGES WITH EXEMPTIONS FOR PERSONS WITH DISABILITIES

OTTAWA/HULL -- The CRTC today approved, on an interim basis, an application by New Brunswick Telephone Company, Limited (NBTel) to revise its charges for local and long distance directory assistance service (Telecom Order CRTC 95-50). The Commission also approved special provisions to protect the interests of persons with disabilities. The changes, which come into effect on January 17, 1995, are similar to those previously approved by the CRTC for other major telephone companies operating in Canada.

Highlights of today's announcement include:

- the current directory assistance charge of $0.50 will continue to apply for each number provided when the number appears in the customer's local telephone directory. The charge will now also apply to requests for numbers within New Brunswick when the number appears in one of NBTel's telephone directories.
- there will be a $0.50 charge for each long distance directory assistance request for numbers in Canada which are outside of New Brunswick.
- the current allowance of five free requests per month for numbers in Canada which are outside of the subscriber's local calling area will be eliminated.
- a $0.50 charge will also be applied when directory assistance is asked for a phone number in the United States. The current allowance of 50 free directory assistance calls per month for U.S. numbers will be eliminated.
- however, customers with disabilities will continue to receive free local and long distance directory assistance.
- calls from hospitals, hotel/motel guest rooms and coin telephones will also continue to be exempted from directory assistance charges.
- directory assistance for emergency numbers will still be available free of charge.

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Copies of today's order are available through the public examination room at any of the following CRTC offices:

City	Telephone	TDD	Fax
Halifax	902-426-7997	902-426-6997	902-426-2721
Montreal	514-283-6607	514-283-8316	514-283-3689
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